CLAIMS

5   1   A method for analysing performance of a target computer
system, said method including the steps of: recording performance
data from said target computer system; sending said recorded
performance data to a remote analyser; said analyser analysing said
recorded performance data; said analyser, in response to the content
10 of said performance data, generating and providing a humanly
readable report; and said analyser sending said humanly readable
report to at least one of said target computer system and a
nominated alternative.

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    2   A method, according to claim 1, wherein said humanly
readable report comprise observed problems and potential solutions
thereto.

20 3   A method, according to claim 1 or claim 2, including the
further steps of: said analyser producing an instruction set, for
use at said computer system, said instruction set being operative to
cause said target computer system automatically to apply said
solutions; and said analyser sending said instruction set to said
25 target computer system.

    4   A method, according to claim 3, including the step of
causing each solution from said instruction set to be applicable to
said target computer system conditionally upon approval by an end
30 user.

    5   A method, according to any one of the preceding claims,
wherein said step of said analyser analysing said performance data
includes the step of said analyser analysing said performance data
35 with respect to performance data gathered on one or more previous
instances of analysis of performance data from said target computer
system.

6   A method, according to any one of the preceding claims, wherein said target computer system is in addition to a plurality of similarly analysed and reported computer systems which are analysed by said analyser; and wherein said step of said analyser analysing said performance data includes the step of said analyser analysing said performance data with respect to performance data from one or more of said plurality of similarly analysed and reported computer systems.

7   A method, according to claim 6, wherein said one or more of said plurality of similarly analysed and reported computer systems are similarly configured to said target computer system.

8   A method, according to any one of the preceding claims, wherein said step of said analyser analysing said performance data involves the step of said analyser analysing said performance data with respect to performance data provided by one or more equipment or software manufacturers.

9   A method, according to any one of the preceding claims, wherein said step of said analyser analysing said performance data involves the step of said analyser analysing said performance data with respect to performance data provided by one or more equipment or software vendors or suppliers.

10   A method, according to any one of the preceding claims, wherein said step of sending said recorded performance data to said remote analyser involves using at least one of the Internet, cable, satellite, and private network.

11   A method, according to any one of the preceding claims, wherein said step of sending said humanly readable report back to said target computer system, involves using at least one of the Internet, cable, satellite, and private network.

12   A method, according to any one of the preceding claims,

including the step of said analyser sending a performance data
gathering routine to said target computer system, said performance
data gathering routine being operative to gather performance data
from said target computer system.

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13   An apparatus for analysis of performance of a target
computer system, said apparatus comprising: a remote analyser;
receiving means, operative to receive recorded performance data sent
from said target computer system to a remote analyser; said analyser

10   being operative to analyse said recorded performance data; said
analyser being operative, in response to the content of said
performance data, to generate and provide a humanly readable report;
and said analyser being operative to send said humanly readable
report back to at least one of said target computer system and a

15   nominated alternative.

14   An apparatus, according to claim 13, wherein said humanly
readable report comprise observed problems and potential solutions
thereto.

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15   An apparatus, according to claim 13 or claim 14, wherein
said analyser is operative to produce an instruction set, for use
at said computer system, said instruction set being operative to
cause said target computer system automatically to apply said

25   solutions; and said analyser being operative to send said
instruction set to said target computer system.

16   An apparatus, according to claim 15, wherein each
solution from said instruction set is applicable to said target

30   computer system conditionally upon approval by an end user.

17   An apparatus, according to any one of claims 13 to 16,
wherein said analyser is operative to analyse said performance data
with respect to performance data gathered on one or more previous

35   instances of analysis of performance data from said target computer
system.

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18   An apparatus, according to any one of claims 13 to 17,
wherein said target computer system is in addition to a plurality of
similarly analysed and reported computer systems which are analysed
by said analyser; and wherein said analyser is operative to analyse
5   said performance data with respect to performance data from one or
more of said plurality of similarly analysed and reported computer
systems.

19   An apparatus, according to claim 18, wherein said one or
10   more of said plurality of similarly analysed and reported computer
systems are similarly configured to said target computer system.

20   An apparatus, according to any one of claims 13 to 19,
wherein said analyser is operative to analyse said performance data
15   with respect to performance data provided by one or more equipment
or software manufacturers.

21   An apparatus, according to any one of claims 13 to 20,
wherein said analyser is operative tp analyse said performance data
20   with respect to performance data provided by one or more equipment
or software vendors or suppliers.

22   An apparatus, according to any one of claims 13 to 21,
wherein said receiving means is operative to receive said recorded
25   performance data using at least one of the Internet, cable,
satellite, and private network.

23   An apparatus, according to any one of claims 13 to 22,
wherein said analyser is operative to send said humanly readable
30   report back to said target computer system using at least one of the
Internet, cable, satellite, and private network.

24   An apparatus, according to any one of claims 13 to 23,
wherein said analyser is operative to send a performance data
35   gathering routine to said target computer system, said performance
data gathering routine being operative to gather performance data
from said target computer system.

25   An apparatus, according to any one of claims 15 to 24,
wherein said analyser is operative to send said instruction set back
to said target computer system using at least one of the Internet,
5   cable, satellite, and private network.

26   A method, according to any one of claims 3 to 12, including
the step of said analyser sending said instruction set back to said
target computer system using at least one of the Internet, cable,
10   satellite, and private network.

27   A method for analysing performance of a target computer
system, said method including the steps of: recording performance
data from said target computer system; sending said recorded
15   performance data to a remote analyser; said analyser analysing said
recorded performance data; said analyser, in response to the content
of said performance data, producing an instruction set, for use at
said computer system, said instruction set being operative to cause
said target computer system automatically to apply said solutions;
20   and said analyser sending said instruction set to said target
computer system.

28   A method, according to claim 27, including the step of
causing each solution from said instruction set to be applicable to
25   said target computer system conditionally upon approval by an end
user.

29   An apparatus for analysis of performance of a target
computer system, said apparatus comprising: a remote analyser;
30   receiving means, operative to receive recorded performance data sent
from said target computer system to a remote analyser; said analyser
being operative to analyse said recorded performance data; said
analyser being operative, in response to the content of said
performance data, to produce an instruction set, for use at said
35   computer system, said instruction set being operative to cause said
target computer system automatically to apply said solutions; and
said analyser being operative to send said instruction set to said

target computer system.

30   An apparatus, according to claim 29, wherein each
solution from said instruction set is applicable to said target
computer system conditionally upon approval by an end user.